



2. Teacher has been teaching \_\_\_\_\_ morning.
  - a) for
  - b) at
  - c) since
  - d) None of the above
3. His grandfather was suffering \_\_\_\_\_ tuberculosis.
  - a) of
  - b) from
  - c) at
  - d) None of the above

**C) Answer the following questions in brief (Any 3 out of 4) (12)**

1. Why is it important to orient the company's guests through the safety measures in the company?
2. Should house guests and company guests be treated differently? Why?
3. How will you get acquainted with the visitors to your firm?
4. Explain how necessary the guest induction is?

**Q.2 Do as directed.**

**A) Choose the correct option from the following: (Any 6 out of 8) (03)**

1. A proper negotiation requires \_\_\_\_\_.
  - a) a skill
  - b) an attitude
  - c) a belief
  - d) a talent
2. Your \_\_\_\_\_ is what you say you want - what you want to ask for
  - a) problem
  - b) intend
  - c) position
  - d) requirement
3. Your \_\_\_\_\_ answers the question 'Why?'- Why you want what you want.
  - a) demand
  - b) interest
  - c) reason
  - d) None of the above
4. Good \_\_\_\_\_ is the most essential aspect of any good negotiation.
  - a) agenda
  - b) merger
  - c) planning
  - d) None of the above
5. In the 'SMART' theory of goal setting, 'T' means \_\_\_\_\_.
  - a) task
  - b) technique
  - c) time bound
  - d) None of the above
6. In the 'SMART' theory of goal setting, 'R' means \_\_\_\_\_.
  - a) repetitive
  - b) rational
  - c) reputed
  - d) None of the above
7. \_\_\_\_\_ is less essential, but still important in the negotiation.
  - a) initiation
  - b) information
  - c) intend
  - d) None of the above
8. A \_\_\_\_\_ is an essential aspect or outcome for one of the parties in the negotiation.
  - a) have to have
  - b) helpful
  - c) honorable
  - d) None of the above

**B) Choose the correct option from the following: (03)**

1. A test based item is something you put in your \_\_\_\_\_ which you believe your partner would like to have
  - a) merger
  - b) proposal
  - c) tough
  - d) None of the above
2. When two firms come together and become on new brand is called \_\_\_\_\_.
  - a) deal
  - b) negotiation
  - c) merger
  - d) None of the above
3. An initial offer is \_\_\_\_\_.
  - a) a proposal
  - b) a set up
  - c) a merger
  - d) None of the above

**C) Answer the following questions in brief (Any 3 out of 4) (12)**

1. What is an agenda? Mention the important points in an agenda.

2. Explain the 'HIT' theory of negotiation.
3. Explain the importance of Negotiation?
4. Describe the Characteristics of a good negotiator.

**Q.3 Do as directed.**

**A) You want to arrange a trip for the members of your organization. Write an email to your HR manager providing him the details and purpose of the trip. (06)**

**B) Answer the following questions in brief (Any 3 out of 4) (09)**

1. Define 'Personal Goals' with examples.
2. Define 'Professional Goals' with examples
3. Describe the process of group discussion step-by-step.
4. Mention a few dos and don'ts of 'Email Writing'

**Q.4 Answer the following questions in brief (Any 3 out of 4) (09)**

1. What is contributor's personality checklist? Explain with proper examples
2. Write a short note about a person with dynamic personality of a contributor
3. Write a short note about any celebrity with a contributive vision of career
4. What is a contributor's vision of success?